

**To all Applicants:**

**The following is a sample Compliance Plan for applying for a State Massage Therapy establishment license. Please use the outline and framework as guideline only; do not copy the document verbatim. Each establishment should have its own procedure and methodology for compliance to the regulations.**

**Acme Sports Complex is a hypothetical establishment and is used strictly as an example for a Compliance Plan.**

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**Facility:**

The Acme Sports Complex is located on 1234 Somewhere Ave, Anytown Mass. This is a large, multi-service establishment that provides Massage Therapy as one of the services offered. The Massage Therapy service is located on the second floor of the Complex with 2 fully-equipped rooms for providing Massage Therapy and other bodyworks. One of the rooms is equipped with a sink with running water. The other room is 30 feet away from a common rest room in the Massage Therapy service area. Please see attached business floor plan.

**Hours of Operation:** 10 am – 7pm                      Monday – Sunday

**Manager:**

Larry Acme

**Compliance Officer:**

Jane Adams, LMT

**Staff Massage Therapists:**

Jane Adams, LMT

Christine Doe, LMT, RN

John Smith, LMT

**Standards for the Massage Therapy Staff:**

**Receptionist:**

All Massage Therapy appointments are scheduled by the Acme staff at the front desk on the second floor of the Complex. Since there are usually more than 1 person on duty and multiple staff members on different days, we do not require a single individual to be responsible for scheduling appointments. The individual taking appointments does not have to be a Massage Therapist and is only responsible to scheduling and providing service and pricing information to the clients. When asked about specific details regarding the Massage Therapy, the Receptionist must defer to the Massage Therapists.

**Massage Therapists:**

All Massage Therapists practicing professionally at The Acme Sports Complex Massage Therapy Service must have a current Massachusetts State Massage Therapy License.

A copy of all State licenses and other proofs must be displayed at all times on the desk of the Massage Therapy waiting area.

**Bodyworkers:**

Any member of the staff who is offering and practicing a bodywork that is not regulated by the State of Massachusetts must obtain a permit from the Town of Anytown Health Department, if the Town of Anytown regulates the bodywork (ex: Rolfing, Shiatsu, Tui-na, Acupressure, Reflexology).

A bodyworker without a Massachusetts State Massage Therapy license must not offer Massage Therapy or use the word “Massage” in his/her title or service being offered.

**Manager/Compliance Officer:**

A Compliance Officer must be a State-licensed Massage Therapist. The Compliance Officer will be responsible for enforcing the sanitation requirements of the establishment and the proper procedure of intake and evaluation by the Massage Therapists. The Compliance Office will make sure the establishment license is current by filing for renewal of the establishment license at least 30 days before it expires. The Compliance Officer will also coordinate with State Inspectors for scheduling and proceeding with the required inspections for establishment licensure. The Compliance Officer will maintain records of all the State inspection and will provide the records for review upon request of the Acme Sports Complex General Manager.

The Manager will supervise the scheduling and handling of payment with the receptionist. The Manager will issue the checks to the Massage Therapist upon receipt of the monthly invoice. The Manager will notify all members of the Massage Therapy staff about updates and changes in the business and compliance plans.

### **Standard Practice Procedures:**

#### **New Hires:**

All new Massage Therapy staff must first meet with the Manager or Compliance Officer and obtain a copy of the Massage Therapy Compliance Plan (this document). The Compliance Plan must be read thoroughly and signed off by all staff.

#### **Linen Supplies:**

The linens for the Acme Sports Complex Massage Therapy service are supplied by Patriotic Linens of Rhode Island. Regular delivery is scheduled for Friday afternoon.

The Acme Sports Complex also has a laundry room complete with washer and dryer for cleaning towels and other fabrics.

#### **All Massage Therapy Staff Members:**

##### Dress Code and Conduct

All Massage Therapists must maintain proper personal hygiene and practice under sanitary conditions for each and every client. Massage Therapists can wear a standard medical scrub, regular T-shirt, sweater, jeans and Khaki pants when providing the massage session. The Massage Therapist will follow all professional Code of Conduct as required by the Massachusetts State Board of Licensure.

All Massage Therapists must be available at least 10 minutes before each scheduled appointment. A Massage Therapist must try to notify the Manager if the Massage Therapist will be late or cannot make the scheduled appointment at least 1 hour before the appointment.

The Massage Therapists will not handle payment for the service, but may receive tips directly from the clients. Tipping is strictly voluntary. The Acme Sports Complex management does not recommend the Massage Therapist to solicit the tip.

Student practitioners will not receive payment for the service, but may receive tips directly from the clients.

### Scheduling and Billing

Scheduling and Billing are normally done by the front desk staff who serves as the Receptionist. A client will schedule an appointment with the front desk and pay for the service when the client comes in. The client will receive a copy of the receipt, which the client will give to the appointed Massage Therapist before the session begins. The Massage Therapist will keep the receipt as proof of service rendered and use it to invoice the Acme Sports Complex management every two weeks or on a monthly basis, depending on pre-arranged payment schedule.

### Communication and Reporting

Massage Therapy staff members should report all issues or questions to the appointed Compliance Officer or the General Manager of the Acme Sports Complex. Any complaints from clients or fellow staff members should be redirected to the General Manager, who is always available at the front office on the second floor of the Complex near the reception area.

### Client Intake and Evaluation

Standard client intake forms are available at the Massage Therapy Service desk. Each new client must be asked to fill out the intake form with contact information and health issues. This is a 2-page document that includes physician referral and purpose of the massage. The client must date and sign it, and the appointed therapist must review it and determine from the information whether the Massage Therapy should be provided for the individual. If service is provided, the Massage Therapist must record the date of the service and a description of the treatment on a separate document for the individual client. Both the intake form and the treatment notes for the same client must be kept in a folder for the client and physically archived in the steel cabinet behind the Massage Therapy Service desk. The information kept in the client folders is strictly confidential, and no one except the Compliance Officer and Massage Therapists will have access to these folders. The contents of each folder cannot be duplicated or re-located without the explicit consent of the

General Manager and the Massage Therapy Compliance Officer. In the event that Acme Sports Complex will no longer provide Massage Therapy services, these folders will be kept by the General Manager in a secured storage for no less than 5 years after the dissolution of the Massage Therapy program.

### Maintenance and Sanitation

Both of the Massage Therapy rooms are equipped with an industry-standard Massage table, face cradle, stool and an armchair. Linen supplies, towels, massage oil, cream, and sanitation supplies are stocked in the cabinets and drawers. The Massage Therapist using the room must ensure

- a) The table is covered with a bottom sheet and a top sheet for each individual client. The client will be requested to lie down between the 2 sheets and be covered by the top sheet at all times during the Massage Therapy session.
- b) The face cradle is covered by an industry-standard cradle cover or a fresh towel for each individual client.
- c) The temperature in the Massage rooms must be maintained at between 60 and 75 degrees Fahrenheit. A portable heater or additional blankets may be applied upon the client's request.
- d) After each session, the sheets and cradle cover must be changed for the next client.
- e) At the end of the working day, the table surface and the face cradle must be sanitized and wiped cleaned with water and the sanitation supplies.
- f) It is the responsibility of each Massage Therapist to leave the Massage room in good operating condition. Litters should be picked up and disposed of, and used linens and towels should be stored in the laundry bag provided in the room. All oil, lotion containers should be kept orderly inside the cabinet when not being used.

Both Massage rooms and the waiting area are maintained on a regular schedule by the cleaning staff of the Acme Sports Complex. The Massage Therapists should report unsanitary conditions to the management and request additional cleanup as needed.

### Change of Staff

The General Manager of The Acme Sports Complex will update the names and statuses of the Massage Therapy staff, including the Compliance Officer, in cases of job changes and dismissals. The changes will be reflected in the computer database and the display of Massage Therapy licenses at the Massage Therapy service desk. The General Manager will also ensure that all service records will remain under the possession of the Complex and will not be accessed by a Massage Therapist who is no longer a member of the staff. In case of the Massage Therapy business being dissolved, the General Manager will notify the Massachusetts Department of Professional Licensure for the withdrawal of the establishment license.